

## 1 CLAIMS:

- 5 1. A method of resetting a password on a consumer device comprising:  
displaying, by a particular consumer device, one or more items of information that are  
specific to the particular consumer device;  
communicating the one or more items of information to a central location;  
performing a mathematical function on the one or more items of information to obtain  
a central key at the central location;  
10 entering the central key into the consumer device;  
performing, in the consumer device, a mathematical function on the one or more items  
of information to obtain a local key;  
allowing the resetting of a password on the consumer device if the central key is found  
to have to the local key for a predetermined without entering the original password.
- 15 2. The method of claim 1 wherein the mathematical functions are one-way hashing  
functions
- 20 3. The method of claim 1 where the one or more items of information that are specific to  
the particular consumer device are unique to the particular consumer device.
4. The method of claim 1 wherein the one or more items of information that are specific  
to the particular consumer device are rare, but not necessarily unique.